

CBP Technician

DEPARTMENT OF HOMELAND SECURITY

Customs and Border Protection

Office of Field Operations

Open & closing dates

🕒 06/27/2017 to 06/27/2017

Pay scale & grade

GS 5 - 6

Appointment type

Permanent

Salary

\$32,844 to \$47,598 per year

Work schedule

Full-Time

Locations

Many vacancies in the following locations:

Anchorage, AK

Ketchikan, AK

Calexico, CA

Los Angeles, CA

Otay, CA

San Diego, CA

San Francisco, CA

San Ysidro, CA

Denver, CO

Hartford, CT

Cape Canaveral, FL

Miami, FL

Orlando, FL

Atlanta, GA

Savannah, GA

Tamuning, GU

Honolulu, HI

Chicago, IL

Boston, MA

Madawaska, ME

International Falls, MN

Saipan, Mariana Island, MP

Newark, NJ

Buffalo, NY

Champlain, NY

Queens, NY

Portland, OR

Charleston, SC

Norfolk, VA

Saint Croix, VI

Saint Thomas, VI

Derby Line, VT

Highgate Springs, VT

Saint Albans, VT

Relocation expenses reimbursed

No

This job is open to



The public

U.S. citizens, nationals or those who owe allegiance to the U.S.

Announcement number

OFO-DE-10016202-SJS

Control number

473015800

Duties

Summary

Customs & Border Protection (CBP): Securing America's Borders

Do you desire to protect American interests and secure our Nation while building a meaningful and rewarding career? If so, the Department of Homeland Security (DHS) is calling. DHS components work collectively to prevent terrorism, secure borders, enforce and administer immigration laws, safeguard cyberspace and ensure resilience to disasters. The vitality and magnitude of this mission is achieved by a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

Discover a challenging and rewarding career with U.S. Customs and Border Protection (CBP), the sole organization responsible for securing the nation's borders. At CBP, we:

- Secure and facilitate trade and travel while enforcing hundreds of U.S. regulations, including immigration and drug laws
- Screen passengers, vehicles, and shipments entering our country
- Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers see www.cbp.gov (<http://www.cbp.gov>).

Who May Apply:

- Open to all U.S. Citizens.
- View [common definitions](http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm) (http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm) of terms in this announcement.

It is recommended that you apply as soon as possible in order receive consideration as this announcement will close on Thursday June 29, 2017 at 11:59 pm ET or on the day we receive 500 applicants (whichever comes first).

This announcement has reached 500 applicants and will close at 11:59 pm ET tonight (Tuesday June 27, 2017).

Organizational Location: These positions are with the Department of Homeland Security, within U.S. Customs and Border Protection, Office of Field Operations-various locations. Applicants will be able to select ONE location where you will be willing to work.

Salary: Salary listed reflects the rest of U.S. scale and, if applicable, will be adjusted to meet the locality pay or cost of living expenses of the duty location upon selection. <http://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/> (<http://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/>).

Responsibilities

Joining the Customs and Border Protection Office of Field Operations will allow you to use your expertise in office administration by performing work supportive of and incidental to CBP Officers and Specialists. This position starts at a salary of \$32,844 (GS-05, Step 1) with promotion potential to \$52,893 (GS-07, Step 10). Apply for this exciting opportunity to strengthen the Department's ability to perform homeland security functions by performing technical duties requiring application of specialized knowledge of procedures, techniques, regulations and information.

In this CBP Technician position you will become a key team member of Homeland Security professionals performing technical duties requiring application of specialized knowledge of procedures, techniques, regulations and information. Typical work assignments include:

- Preparing complex broker/importer cases for decision by specialists; and reviewing declarations and cargo manifests for completeness and compliance with applicable regulations
- Examining cargo and merchandise; applying appropriate tariff number, value, and rate of duty and tax to merchandise; comparing passenger baggage to declarations
- Coordinating and processing of data (permits, entries, declarations) into various automated systems
- Assisting and providing support to CBP Officers and Agricultural Specialists on inspection, intelligence, analysis and examination of passengers, baggage conveyances and cargo
- Operating scanning equipment to review contents of packages; screening incoming parcels for completeness of declarations, admissibility, entry status, and contraband

Travel Required

Occasional travel - You may be expected to travel for this position.

Supervisory status

No

Promotion Potential

7

Who May Apply**This job is open to...**

United States Citizens

Questions? This job is open to 1 group.

Job family (Series)**[1802 Compliance Inspection And Support](#)**<https://www.usajobs.gov/Search/?j=1802>**Requirements****Conditions Of Employment**

- You must be a U.S. Citizen to apply for this position
- Males born after 12/31/1959 must be registered with Selective Service
- Primary U.S. residency for the last three years (see "Other Information")
- You may be required to pass a background investigation
- You may be required to pass initial and random drug testing

Shift work: You will be required to perform work on a shift and rotational basis.**Overtime:** You must be readily available to work overtime on a scheduled or unscheduled basis in excess of the 40-hour work week.**Bargaining Unit:** This position is covered under the bargaining unit.**Qualifications**

GS-5: You qualify at the GS-5 level if you possess one (1) year of specialized experience, to include operational and administrative duties such as maintaining files and records, entering information into automated systems and performing query functions to obtain information, preparing cases, reports, correspondence, and answering routine requests for information.

GS-6: You qualify at the GS-6 level if you possess one (1) year of specialized experience, to include performing standard and non-standard assignments in support of technical specialists involved in the processing of cargo, merchandise, passengers and/or baggage, and applying knowledge of rules, operations, and business practices related to commercial functions, inspection support functions, entry functions, liquidation functions, and/or fines, penalties, and forfeitures functions.

Education Substitution

GS-5: You may substitute the successful completion of a Bachelor's degree or a full 4-year course of study in any field leading to a Bachelor's degree for the experience required at the GS-5 grade level. This education must have been obtained in an accredited college or university. One year of full-time undergraduate study is defined as 30 semester or 45 quarter hours.

Note: There is no education substitution for the GS-6 grade level.

Combining Experience and Education: To combine your education and specialized experience, you must convert each to a percentage, and then add the percentages. The combined total must equal at least 100% in order to qualify. Only education in excess of the first 60 semester hours or 90 quarter hours (i.e., beyond the second year) is creditable. If your education is currently described in quarter hours, convert the quarter hours into semester hours by multiplying the quarter hours by the fraction 2/3. To determine your percentage of qualifying experience, you must divide your total number of months of qualifying experience by the required number of months of experience. Add your percentages of education and experience. The two percentages must total at least 100%.

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that

translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

You must meet all qualification requirements, including education, subject to verification at any stage of the application process by 06/27/2017.

The Office of Personnel Management (OPM) must authorize employment offers made to current or former political appointees. If you are currently, or have been within the last 5 years, a political Schedule A, Schedule C, Non-career SES or Presidential Appointee employee in the Executive Branch, you must disclose this information to the Human Resources Office.

Background Investigation: U.S. Customs and Border Protection (CBP) is a federal law enforcement agency that requires all applicants to undergo a thorough background investigation prior to employment in order to promote the agency's core values of vigilance, service to country, and integrity. During the screening and/or background investigation process, you will be asked questions regarding any felony criminal convictions or current felony charges, the use of illegal drugs (e.g., marijuana, cocaine, heroin, LSD, methamphetamines, ecstasy), and the use of non-prescribed controlled substances including any experimentation, possession, sale, receipt, manufacture, cultivation, production, transfer, shipping, trafficking, or distribution of controlled substances. For more information visit [this link](http://www.cbp.gov/careers/join-cbp/which-career/apply/background-investigation) (<http://www.cbp.gov/careers/join-cbp/which-career/apply/background-investigation>).

Residency: If you are not currently a CBP employee, you must meet one or more of the following primary residency criteria for at least three years prior to applying to this announcement:

1. Resided in the United States or its protectorate or territories (excluding short trips abroad, such as vacations);
2. Worked for the United States government as an employee overseas in a federal or military capacity; or
3. Been a dependent of a United States federal or military employee serving overseas.

Exceptions may be granted if you provide complete state-side coverage information regarding participation in "Study Abroad" programs, overseas church missions, or state-side addresses of anyone who worked or studied with you overseas. You must provide information and related documentation at the time of application.

Probationary Period: All employees new to the federal government must serve a one year probationary period during the first year of his/her initial permanent federal appointment to determine fitness for continued employment. Current and former federal employees may be required to serve or complete a probationary period.

Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP)

Eligibles: If you have never worked for the Federal Government, you are not CTAP/ICTAP eligible. Information about ICTAP or CTAP eligibility can be found [here](http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a)

(http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a)

. To be considered well qualified under CTAP/ICTAP, you must be placed in the Well-Qualified category for this position, as described above. In addition, you must submit the supporting documents listed in the "Required Documents" section of this announcement.

Education

Additional information

Positions with known promotion potential do not guarantee promotion, nor is the promise of promotion implied.

DHS offers competitive salaries and an attractive benefits package, including: health, dental, vision, life, and long-term care insurance; retirement plan; Thrift Savings Plan [similar to a 401(k)]; Flexible Spending Account; Employee Assistance Program; personal leave days; and paid federal holidays. Other benefits may include: flexible work schedules; telework; tuition reimbursement; transportation subsidies; uniform allowance; health and wellness programs; and fitness centers. DHS is committed to employee development and offers a variety of employee training and developmental opportunities. For more information visit [th is link](http://www.dhs.gov/homeland-security-careers/benefits)

(<http://www.dhs.gov/homeland-security-careers/benefits>)

Disabled veteran leave

(<http://www.opm.gov/news/releases/2016/08/newly-established-leave-policy-gives-disabled-veterans-more-time-to-address-medical-issues-1/>)

will be available to any Federal employee hired on or after November 5, 2016, who is a veteran with a service-connected disability rating of 30 percent or more.

CBP uses E-Verify, an internet-based system, to confirm the eligibility of all newly hired employees to work in the United States.

Learn more about [E-Verify](http://www.uscis.gov/e-verify)

(<http://www.uscis.gov/e-verify>).

including your rights and responsibilities.

Every individual receives a fair opportunity throughout the federal recruitment and hiring process. Learn more [here](#)

http://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf

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Please view the video "[Protecting America 24/7](http://cbppaps.cbp.dhs.gov/fo/2011/protecting_america/pro_america.wmv)"

http://cbppaps.cbp.dhs.gov/fo/2011/protecting_america/pro_america.wmv

to learn more about CBP's Office of Field Operations.

Follow U.S. Customs and Border Protection on Twitter [@CustomsBorder](https://twitter.com/#!/customsborder)

<https://twitter.com/#!/customsborder>

How You Will Be Evaluated

We will review your resume and supporting documentation to ensure you meet the basic qualification requirements. If you meet the minimum qualifications, we will use an online self-assessment questionnaire to place you in one of three categories based on your experience, education and training. Your entire application package will then be reviewed. The final determination will be based on all the information provided in your application package.

If you meet the minimum qualifications, you will be placed in one of the following categories:

1. **Best Qualified:** Applicants possessing knowledge, skills and abilities and/or competencies substantially exceeding the minimum requirements of the position.
2. **Well-Qualified:** Applicants possessing knowledge, skills and abilities and/or competencies clearly exceeding the minimum requirements of the position.
3. **Qualified:** Applicants possessing knowledge, skills and abilities and/or competencies meeting the minimum requirements of the position.

Veterans: Qualified veterans who have a compensable service-connected disability of at least 10% are listed in the best-qualified category, except when the position being filled is scientific or professional at the GS-09 grade level, or higher. This position is not considered scientific/professional. Other 10 point preference eligibles and veterans with 5 point preference who meet the eligibility and qualification requirements are placed above non-preference eligibles within the category in which they qualify. For more information about veterans' preference visit [this link](http://www.fedshirevets.gov/job/vetpref/index.aspx)

<http://www.fedshirevets.gov/job/vetpref/index.aspx>

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If you are best qualified, you may be referred to the hiring manager for consideration and may be called for an interview. To preview the job questionnaire, see <https://apply.usastaffing.gov/ViewQuestionnaire/10016202>

<https://apply.usastaffing.gov/ViewQuestionnaire/10016202>

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Knowledge, Skills, Abilities and Other Characteristics (KSAOs):

Candidates who meet the minimum qualification requirements are required to possess certain Knowledge, Skills, Abilities, or Other Characteristics (KSAOs) to successfully perform the functions of this position. Candidates will be asked to demonstrate their attainment of these KSAOs in their resume. The KSAOs are:

- Ability to work independently or as part of a team
- Skill in using automation tools such as Microsoft Word, Excel, and related programs
- Ability to review incoming documents to determine completeness and compliance with applicable regulations and directives

Background checks and security clearance

Security clearance

[Public Trust - Background Investigation](https://www.usajobs.gov/Help/faq/job-announcement/security-clearances/)

<https://www.usajobs.gov/Help/faq/job-announcement/security-clearances/>

Required Documents

- **Your resume:** A resume describing your job-related qualifications is required and will be used for the purpose of reviewing your qualifications and determining what training, if any, would be required when placed. Your resume must be in English and must include your job titles and a detailed description of your duties and the dates you performed them (MM/DD/YY), as well as your hours per week for each position listed. Your resume should also contain your full name, address, phone number, email address, and salary. NOTE: Resumes stored on USAJOBS will not automatically carry over to this announcement. You must upload your resume and any other applicable supporting documentation.

- **Your responses to the job questionnaire:** <https://apply.usastaffing.gov/ViewQuestionnaire/10016202>
(<https://apply.usastaffing.gov/ViewQuestionnaire/10016202>).
- **Are you qualifying based on education?** Submit a copy of your college transcript (unofficial is acceptable at this time; however, official copies will be required prior to entrance on duty) or a list of coursework with hours completed. Education must be from an institution accredited by an agency recognized by the U.S. Department of Education. Education obtained from a foreign university or college is not creditable unless it has been evaluated by an organization that specializes in interpretation of education credentials. For a listing of accrediting agencies see [www.naces.org](http://www.naces.org/members.htm)
(<http://www.naces.org/members.htm>).
- **Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP)?** You must submit a separation notice; your most recent SF-50 (noting your current position, grade level and duty location); a current (or last) performance rating of record of at least fully successful or equivalent; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456.
- **Are you a veteran?** To apply veterans' preference you must submit the following proof of eligibility:
 - Five Point Preference: Member Copy 4 of your DD 214 reflecting qualifying medal(s) or service period;
 - Ten Point Preference: Member Copy 4 of your DD 214 and supporting documentation as listed on the [Standard Form 15](http://www.opm.gov/forms/pdf_fill/SF15.pdf)
(http://www.opm.gov/forms/pdf_fill/SF15.pdf) (application for 10 Point Veterans' Preference). Veterans with a service-connected disability must also submit a VA Disability Award letter dated 1991 or later; or
 - If you are currently serving on active duty, you must submit a written statement from the armed forces certifying your dates of service, rank, expected type of discharge, and anticipated date of separation. If you apply with a written statement at this stage, your preference will be verified by a Member Copy 4 of your DD 214 upon separation from the military.
 - For more information about veterans' preference visit [this link](http://www.fedshirevets.gov/job/vetpref/index.aspx)
(<http://www.fedshirevets.gov/job/vetpref/index.aspx>).
- **Are you a current or former political Schedule A, Schedule C, Non-career SES or Presidential Appointee employee?** Submit a copy of your applicable SF-50, along with a statement that provides the following information regarding your most recent political appointment:
 - Position title
 - Type of appointment (Schedule A, Schedule C, Non-career SES, or Presidential Appointee)
 - Agency
 - Beginning and ending dates of appointment

Please upload your resume under "Resume" and any other applicable supporting documents mentioned above under "Other" documents. "Other" documents may not be applicable for each applicant, but should be utilized if you are submitting veterans documents for preference eligibility, transcripts for qualifications, etc.

It is your responsibility to verify that any information entered or uploaded is received and is accurate. Human Resources will not modify or change any part of your application. If a document is not legible, you will not be able to view it in your application and you must again upload it by the closing date.

If you are relying on your education to meet qualification requirements:

Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications. Therefore, provide only the attendance and/or degrees from [schools accredited by accrediting institutions recognized by the U.S. Department of Education](http://www.ed.gov/admins/finaid/accred/)
(<http://www.ed.gov/admins/finaid/accred/>).

Failure to provide all of the required information as stated in this vacancy announcement may result in an ineligible rating or may affect the overall rating.

Benefits

A career with the U.S. Government provides employees with a comprehensive benefits package. As a federal employee, you and your family will have access to a range of benefits that are designed to make your federal career very rewarding.

- [Benefits for federal employees](#)

(<https://www.usa.gov/benefits-for-federal-employees#item-36407>).

- [Healthcare insurance](#)
(<https://www.opm.gov/healthcare-insurance/>).
- [Pay and leave](#)
(<https://www.usajobs.gov/Help/working-in-government/pay-and-leave/>).

<https://www.dhs.gov/homeland-security-careers/benefits>

Eligibility for benefits depends on the type of position you hold and whether your position is full-time, part-time, or intermittent. Contact the hiring agency for more information on the specific benefits offered.


How to Apply

Applying to this announcement certifies that you give permission for DHS to share your application with others in DHS for similar positions.

To begin your online application, click **"Apply Online"** to create a USAJOBS account and follow the prompts or log in to your existing account. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials, including transcripts, must be in English.

If you are unable to apply online or need to submit a document you do not have in electronic form, visit [this link](#) (http://help.usastaffing.gov/Apply/index.php?title=Alternate_Application_Information) for more information regarding an Alternate Application process.

Agency contact information

 CBP MHC Hiring

Phone

[952-857-2932](tel:952-857-2932)

Email

cbphiring-applicantinquiry@cbp.dhs.gov

Address

Customs and Border Protection
CBP Hiring Center
5600 American Boulevard
Suite 700
Bloomington, MN 55437
US

[Learn more about this agency.](#)

Visit our careers page

Learn more about what it's like to work at Customs and Border Protection, what the agency does, and about the types of careers this agency offers.

<http://www.cbp.gov/>
(<http://www.cbp.gov>).

Next steps

The open period for this job opportunity announcement may be extended to allow for a sufficient applicant pool.

Once the job opportunity announcement has closed, we will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and interviews. You will be notified by email after each of these steps has been completed. Stay informed of changes to your application status by signing up for automatic email alerts with your [USAJOBS account](#) (<http://www.usajobs.gov/Applicant/ProfileDashboard/Home>).

. If you are referred, you will receive a final notification of the disposition of the announcement. We expect to make a tentative job offer within 60 days after the close of the announcement. If you are selected, we may conduct a suitability/security background investigation.

One or more selections may be made using this job opportunity announcement. Further selections may also be made for additional organizational divisions and/or units within the duty location(s) listed above.

If you receive a conditional offer of employment for this position, you will be required to complete an [Optional Form 306](http://www.opm.gov/forms/pdf_fill/OF0306.pdf) (http://www.opm.gov/forms/pdf_fill/OF0306.pdf)

(Declaration for Federal Employment), and to sign and certify the accuracy of all information in your application, prior to entry on duty. False statements on any part of the application may result in withdrawal of offer of employment, dismissal after beginning work, fine, or imprisonment.

Any offers of employment made pursuant to this announcement will be consistent with all applicable authorities, including Presidential Memoranda, Executive Orders, interpretive U.S. Office of Management and Budget (OMB) and U.S. Office of Personnel Management (OPM) guidance, and Office of Management and Budget plans and policies concerning hiring. These authorities are subject to change.

Fair & Transparent

The Federal hiring process is setup to be fair and transparent. Please read the following guidance.

Equal Employment Opportunity Policy

The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

- [Equal Employment Opportunity \(EEO\) for federal employees & job applicants](http://www.eeoc.gov/eeoc/internal_eeo/index.cfm) (http://www.eeoc.gov/eeoc/internal_eeo/index.cfm)

Reasonable Accommodation Policy

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application process should follow the instructions in the job opportunity announcement. For any part of the remaining hiring process, applicants should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.

A reasonable accommodation is any change in the workplace or the way things are customarily done that provides an equal employment opportunity to an individual with a disability. Under the Rehabilitation Act of 1973 the Equal Employment Opportunity Commission (EEOC) must provide reasonable accommodations:

- An applicant with a disability needs an accommodation to have an equal opportunity to apply for a job.
- An employee with a disability needs an accommodation to perform the essential job duties or to gain access to the workplace.
- An employee with a disability needs an accommodation to receive equal access to benefits, such as details, training, and office-sponsored events.
- [Disability Employment - Reasonable Accommodations](https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/) (<https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/>)
- [How to contact an agency](https://www.usajobs.gov/Help/how-to/application/agency/contact/) (<https://www.usajobs.gov/Help/how-to/application/agency/contact/>)

Legal and regulatory guidance

[Financial suitability](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/financial-suitability/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/financial-suitability/>)

[Privacy Act](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/privacy-act/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/privacy-act/>)

[Selective Service](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/selective-service/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/selective-service/>)

[Social security number request](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/social-security-number/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/social-security-number/>)

[Signature & False statements](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/signature-false-statements/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/signature-false-statements/>)

[New employee probationary period](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/probationary-period/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/probationary-period/>)